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In Reply Refer To:
1382 (BC-620) P

April 10, 2003

EMS TRANSMISSION 04/10/03
Information Bulletin No. BC-2003-45

To: All Washington Office and Field Officials
Attn: All BLM Employees

From: Director, National Business Center

Subject: Omega World Travel Service Improvements

Program Area: Travel

Purpose: This bulletin is to inform Bureau of Land Management (BLM) travelers that some Omega World Travel on-site facilities will be closing by May 2, 2003.

Policy/Action: By May 2, 2003, Omega will close some call centers, increase staff in the remaining centers, and upgrade the phone system to an enhanced 800-number phone system. This system will be able to distribute calls to the remaining call centers to capitalize on volume while maintaining optimum operating efficiency. As a result, the BLM will get better service because calls will be routed away from overloaded centers during peak hours or during an emergency. The attached document from DOI contains an overview of the steps being taken and a list of the call centers being closed.

Timeframe: This information bulletin (IB) is effective upon receipt.

Budget Impact: None.

Background: Recently, the Department of the Interior (DOI) conducted a survey of DOI travelers about their experiences with Omega World Travel. It was concluded from this survey that the biggest service issue facing travelers was long wait times on the phone, delays in returned calls in select locations, and the numerous phone numbers to various locations. The survey indicated that very few travelers were aware of or used the walk-in service that an on-site location provided; the most common way to book travel was by phone. The DOI Travel Management Center representatives and Omega agreed that numerous call centers were not serving their intended purpose.

Manual/Handbook Sections Affected: None.

Coordination: N/A.

Contact: If you have any questions, please contact Tammy Coble, National Business Center, BC-620, at (303) 236-1148.

Signed by:
Thomas F. Boyd
Director, National Business Center

Authenticated by:
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1 Attachment
1 Omega World Travel Service Improvements

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